

Mumbai University

Question Paper

May - 2018

[B.Sc.IT – SEMESTER: VI]

(IDOL – OLD COURSE)

- ❖ **C#**
- ❖ **INTERNET TECHNOLOGIES**
- ❖ **CUSTOMER RELATIONS MANAGEMENT (C.R.M.)**
- ❖ **GEOGRAPHIC INFORMATION SYSTEMS (ELECTIVE)**
- ❖ **STRATEGIC IT MANAGEMENT (ELECTIVE)**
- ❖ **PROJECT MANAGEMENT (ELECTIVE)**
- ❖ **IT LAWS AND PATENTS (ELECTIVE)**
- ❖ **TOTAL SUPPLY CHAIN MANAGEMENT (ELECTIVE)**

KAMAL THAKUR

Mumbai University

Question Paper

**[IDOL – OLD COURSE]
(MAY – 2018)**

PAPER - I

C#

Time: 3 Hours

Total Marks: 100

N.B.: (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

(5) Number To The Right Indicates Marks.

(6) Draw Neat Labeled Diagrams Wherever Necessary.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is arithmetic expression? Explain evaluation of expressions. (5)
- (B) Write short note on Common Language Runtime. (5)
- (C) Briefly explain reference types and value types. Give examples for both. (5)
- (D) What is a constructor? Explain about static constructor. (5)

Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write a program to print the following pattern using nested for loop: (8)
- ```

1
2 3
3 4 5
4 5 6 7
5 6 7 8 9

```
- (B) Give a brief account on: (6)
- (i) *if...else statement*
- (ii) *the ?: operator*
- (C) What do you mean by type casting? Explain Pow and Sqrt methods of Math class with proper syntax and example. (6)

**Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)**

- (A) What are method parameters? Explain out and ref parameters with example. (8)
- (B) Write a program to print the difference between the largest and the first elements of a one dimensional integer array. (6)
- (C) What is read-only and write-only Property? Explain read-write property definition with an example. (6)

**Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)**

- (A) Design a class named Point2D with data members for storing x coordinate and y coordinate of a point. Include relevant constructors and operator methods so that the following operations can be performed from Main method. (8)
- ```

Point2D p1=new Point2D(20,40);
Point2D p2=new Point2D(50,100);
p1++;
Point2D p3=p1+p2;

```
- (B) Write short note on: (6)
- (i) *Boxing and Unboxing*
- (ii) *for loop*
- (C) What is inheritance? Explain about classical inheritance. (6)

TURN OVER

Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write a program to create a sealed class called StudentExam with data members for storing roll number and marks obtained in 3 subjects of a student. It also has the following constructor and methods: (8)
1. Constructor that initializes all data members.
 2. Method *isPassed()*, to check whether the student has passed in every subject.
 3. Method *displayTotal()*, for displaying the total marks obtained in all subjects provided the student has scored minimum 40 marks in every subject or else, display the message "Student is failed".
 4. Main method to test the program by creating object of StudentExam class.
- (B) What are Interfaces? Explain implementing an interface in a class with an example. (6)
- (C) How is a structure declared? Differentiate between structures and classes. (6)

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Explain each of the following with proper syntax and example: (8)
- (i) Delegate Declaration
 - (ii) Delegate Methods
 - (iii) Delegate Instantiation
 - (iv) Delegate Invocation
- (B) What are Private, Protected and Public members of a class? Explain method overloading with example. (6)
- (C) What is Formatted Output? Explain Fixed-Point Formatting and Exponential Formatting with examples. (6)

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write a program to create a class Voter with attributes voter_id, name and age. Include relevant constructors to initialize its data members. If age is less than 18 years, then raise a user defined exception with error message "You are not eligible to vote". (8)
- (B) Write short notes on each of the following: (6)
- (i) General Catch Handler
 - (ii) Finally Block
 - (iii) Checked Exceptions
- (C) What is Verbatim String? Explain the use of Equals() method and == operator for checking equality of two strings. (6)
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Mumbai University

Question Paper

**[IDOL – OLD COURSE]
(MAY – 2018)**

PAPER - II

**INTERNET
TECHNOLOGIES**

Time: 3 Hours

Total Marks: 100

N.B.: (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

(5) Number To The Right Indicates Marks.

(6) Draw Neat Labeled Diagrams Wherever Necessary.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write a short note on ARP. (5)
- (B) Write a short note on Marshalling and Unmarshalling. (5)
- (C) Explain data transfer in WLAN using Infrared technology. (5)
- (D) Explain the three way hand shake method for TCP connection Establishment. (5)

Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) In case of OSPF Protocol, explain the following Terminology: (8)

- (i) Area
- (ii) Metric
- (iii) Link

What different types of link exists? What is the purpose of each link type?

- (B) Explain the different timers used by Routing Information protocol. (6)

- (C) What is fragmentation? Why is it required to fragment an IP datagram? Explain the functions of the following fields related to fragmentation in an IP datagram: (6)

- (i) Identification
- (ii) Flags
- (iii) Fragmentation Offset

Explain fragmentation offset with an example.

Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are the different states for transmission control protocol? What are the states which the TCP client can attain? A TCP connection is in the FIN-WAIT-1 state. The following events occur one after another: (8)

- (i) An ACK segment is received.
- (ii) A FIN segment is received.
- (iii) Time-out occurs.

What is the state of the connection after each event? What is the action after each event?

- (B) Write a short note on path vector routing. (6)

- (C) Explain the Routing Information Protocol Message format. A router has the following RIP routing table: (6)

Destination	Hop Count	Next Hop
Net 1	4	B
Net 2	2	G
Net 3	1	F
Net 4	5	G

Show the Response Message sent by this Router?

TURN OVER

Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write the programs for the following using RMI: (8)
- (i) To invoke a remote method to find the factorial of a number.
 - (ii) To invoke a remote method to reverse a string.
- (B) A router with IP address 125.45.23.12 and Ethernet physical address 2345AB4F67CD has received a packet for a host destination with IP address 125.11.78.10 and Ethernet Physical address AABBA24F67CD. Show the entries in the ARP request packet sent by the router. Assume no subnetting. (6)
- (C) Enumerate the benefits of Wireless LAN. (6)

Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are the different types of messages used by Border Gateway Protocol? Explain the Border Gateway Protocol Header. Explain the fields of Open message packet. (8)
- (B) With the help of a neat diagram describe the RMI architecture. (6)
- (C) A TCP connection is in the ESTABLISHED state. The following events occur one after another: (6)
- (i) The application sends a "close" message.
 - (ii) An ACK segment is received.
- What is the state of the connection after each event? What is the action after each event?

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) With reference to CORBA explain the following in detail: (8)
- (i) Stubs and Skeleton.
 - (ii) Interface Definition Language (IDL).
- (B) Distinguish between object request broker and remote procedure call. (6)
- (C) How is wireless LAN setup? Explain any one architecture to setup wireless LAN. (6)

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is transmission control block (TCB)? Explain any eight common fields which can be included in TCB. (8)
- (B) Explain the difference between frequency hopping spread spectrum and direct sequence spread spectrum. (6)
- (C) Explain data transfer in WLAN using Infrared technology. (6)
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Question Paper

[IDOL – OLD COURSE]

(MAY – 2018)

PAPER - III

**CUSTOMER
RELATIONS
MANAGEMENT**

Time: 3 Hours**Total Marks:** 100**N.B.:** (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

(5) Number To The Right Indicates Marks.

(6) Draw Neat Labeled Diagrams Wherever Necessary.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) "Good Customer intelligence can create best customer". Justify the statement. (5)
- (B) Write a short note on ACD. (5)
- (C) What are the components of E-CRM? (5)
- (D) What are different technology components of CRM? Explain all the components with suitable example. (5)

Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Describe the steps to be followed before implementing CRM? (5)
- (B) Explain the six E's associated with e-CRM in any business organization. (5)
- (C) Define IVR. (5)
- (D) Write short note on ASP. (5)

Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Define data synchronization process for SFA. Also explain why a flexible technology is required. (8)
- (B) Give a detailed description of campaign and management. (6)
- (C) Write short notes on: (6)
- (i) Account Management
- (ii) Pipeline Management

Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are the advantage of ASP implementation? (8)
- (B) Explain the technological components of CRM. (6)
- (C) Describe the advantage of integrating closed-loop feedback with e-marketing. (6)

Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Explain the four phases of any CRM project. (8)
- (B) What is embedded permission marketing? Discuss along with proper example. (6)
- (C) What are the different features of e-CRM? (6)

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Why do we need kick-off meeting with implementation of CRM and explain who all are involved in the meeting? (8)
- (B) Explain the term "Opt-in: Opt-out". (6)
- (C) What are the advantages and disadvantages of ASP? (6)

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Differentiate CRM and e-CRM. (8)
- (B) Explain the importance of CLC in CRM. (6)
- (C) What are the various logging and monitoring technologies? Explain. (6)

Mumbai University

Question Paper

[IDOL – OLD COURSE]

(MAY – 2018)

PAPER - IV

ELECTIVE

**GEOGRAPHIC
INFORMATION
SYSTEM**

Time: 3 Hours**Total Marks:** 100**N.B.:** (1) All Question are Compulsory.

(2) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(3) Answer To The Same Question Must Be Written Together.

(4) Number To The Right Indicates Marks.

(5) Draw Neat Labeled Diagrams Wherever Necessary.

(6) Use of Non – Programmable Calculator is allowed.

Q.1 ATTEMPT ANY TWO QUESTIONS: (10 MARKS)

- (A) Write a short note on Thematic map. (5)
- (B) Explain the following terms of object based data model and give suitable example: (5)
- (i) Association
- (ii) Aggregation
- (C) Explain Network database with suitable example. (5)
- (D) Explain the neighborhood operations with suitable example. (5)

Q.2 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

- (A) List and explain data analysis kind of GIS operations. (5)
- (B) Define: (5)
- (i) Datum
- (ii) False Easting
- (iii) Map Projection
- (iv) Meridian
- (v) Scale Factor
- (C) What is map projection? List and explain commonly used map projection. (5)
- (D) What is rasterization? Write the steps for it. (5)
- (E) Convert the following into degrees: (5)
- (i) $45^{\circ} 15' 45''$
- (ii) 1745 rad
- (F) Write a short note on spatial reference information of raster data. (5)

Q.3 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

- (A) List the common resampling methods and explain them. (5)
- (B) Explain the map-to-map and image-to-map transformation. (5)
- (C) What is RMS? Explain the role of RMS error in Affine transformation. (5)
- (D) What are the two types of field data? Explain. (5)
- (E) Write a short note on metadata. (5)
- (F) Explain digitizing with suitable example. (5)

Q.4 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

- (A) What is normalization? Explain with example. (5)
- (B) Explain: (5)
- (i) Isarithmic map
- (ii) Flow map
- (C) Explain how text is placed in map body. (5)
- (D) Explain the following with respect to color: (5)
- (i) Hue
- (ii) value
- (iii) Chroma
- (E) What is attribute data in GIS? List and explain different types of attribute table. (5)

- (F) List the types of attribute data based on measurement scale. Explain. (5)

Q.5 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

- (A) Write a short note on data visualization. (5)
 (B) Explain the concept of data exploration? (5)
 (C) What is descriptive statistics? Explain. (5)
 (D) Explain spatial aggregation. (5)
 (E) What is the output of the following for a statement (slope = 1) OR ((Aspect =3)) (5)

Aspect

Slope

3	2	1	1	1	2	2	2
2	3	3	3	3	3	1	1
1	2	3	3	2	1	1	3
2	2	3	1	1	1	2	2
2	2	2	1	1	1	1	1
3	2	2	1	2	1	2	3
3	2	3	3	3	2	2	3
2	2	2	1	3	1	3	3

1	2	2	2	1	1	1	2
2	3	1	1	2	2	1	1
1	2	3	3	2	1	1	3
2	2	3	1	1	1	2	2
2	2	2	1	1	3	3	1
3	1	2	1	1	1	2	3
3	1	3	3	1	2	2	3
1	1	1	2	3	2	3	3

- (F) Explain feature selection by graphic data query with suitable example. (5)

Q.6 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

- (A) List and explain various overlay operations based on feature type. (5)
 (B) List and explain various overlay methods based on Boolean connector. (5)
 (C) What do you mean by pattern analysis? Explain Nearest Neighbor analysis. (5)
 (D) What is buffering? Explain with example. (5)
 (E) What is local operation? Explain local operation with a single raster. (5)
 (F) Explain the raster data generalization operation with suitable example. (5)

Q.7 ATTEMPT ANY THREE QUESTIONS: (15 MARKS)

- (A) Describe how semivariance can be used to qualify the spatial dependence in a data asset. (5)
 (B) List global methods and explain any one. (5)
 (C) List and explain the elements of spatial interpolation. (5)
 (D) What is Kriging? Explain. (5)
 (E) Explain trend surface model with suitable example. (5)
 (F) Explain the Inverse Distance Weighted Interpolation local method. (5)

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Question Paper

[IDOL – OLD COURSE]

(MAY – 2018)

PAPER - IV

ELECTIVE

**STRATEGIC IT
MANAGEMENT**

Time: 3 Hours**Total Marks:** 100**N.B.:** (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

(5) Number To The Right Indicates Marks.

(6) Draw Neat Labeled Diagrams Wherever Necessary.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)**(A)** Give your views and examples to support the following quotes made by the eminent personalities:**(i)** Things are always different – the art is figuring out which differences matter. – Laszlo Birinyi. (5)**(ii)** Successful business strategy is about actively shaping the game you play, not just playing the game you find. – Adam Brandenburger and Barry Nalebuff. (5)**(iii)** Without a strategy the organization is like a ship without a rudder – Joel Ross and Michael Kami. (5)**(iv)** If a company is not "best in world" at a critical activity, it is sacrificing competitive advantage by performing that activity with its existing technique. – James Brian Quinn. (5)**Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)****(A)** What do you understand by the word "Strategy" and "Strategic Management"? Why is a strategy considered to be both proactive and reactive? What are the patterns of actions and business approaches that define a company's strategy? (8)**(B)** What is "Diversification"? Explain the factors that signal when it is time to diversify. (6)**(C)** Explain the impact of the Internet Technology on "Supply Chain Efficiency" and "Internal Operating Efficiency". (6)**Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)****(A)** Mention the different forms used in the process of crafting a strategy. Explain the Chief Architect Approach and the Delegation Approach in detail. (8)**(B)** Explain in brief any three topics covered in Value Statements and any three topics covered in Codes of Ethics. (6)**(C)** Explain Export strategies and Franchising strategies in brief. (6)**Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)****(A)** Explain what do you understand by "Driving forces" and "Key Success Factor"? Explain any five categories into which these driving forces fall in. Also mention any five key success factors of an industry and explain them in brief. (8)**(B)** Explain any five actions that can be undertaken by an organization to cure the turnover for businesses in crisis. (6)**(C)** Explain Licensing and Export strategies in brief. (6)**Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)****(A)** What are "Strategic Alliances"? What are their advantages? Give any two examples of recent strategic alliances. (8)**(B)** Explain any two strategic mistakes made by early Internet Entrepreneurs what was their impact on the organization in detail. (6)**(C)** Discuss the different methods for creating a strong fit between Strategy and Culture. (6)**TURN OVER**

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is a Company Value Chain? Why do the Value Chains of Rival Companies often differ? Draw a Representative Company Value Chain and explain it in brief. (8)
- (B) Differentiate between Multicountry Strategy and Global Strategy. (6)
- (C) Explain the impact of the Internet Technology on the following: (6)
- (a) *Supply Chain Efficiency*
 - (b) *Distribution Channel Efficiency*

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Why do organizations have strategic alliances and joint ventures with foreign partners? What are the risks of having Strategic Alliances with them? (8)
- (B) Explain the pros and cons of Unrelated Diversification. (6)
- (C) Explain any four strategic moves in Maturing Industries. What are the strategic pitfalls in such industries? (6)
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Question Paper

**[IDOL – OLD COURSE]
(MAY – 2018)**

PAPER - IV

ELECTIVE

**PROJECT
MANAGEMENT**

Time: 3 Hours**Total Marks:** 100**N.B.:** (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

(5) Number To The Right Indicates Marks.

(6) Draw Neat Labeled Diagrams Wherever Necessary.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

A company wishes to start a e-commerce project so that their customers can buy products online.

Considering this as a project answer the following questions:

- (A) Define the scope of the project. Conduct the feasibility study for the project. (5)
- (B) What are the problems expected in the project, assuming you are the project manager, how will you solve the problem. (5)
- (C) What are the risk factors in the project? (5)
- (D) Which organizational structure should be followed and why? (5)

Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Discuss decision-making and economic analysis. (8)
- (B) What factors are considered most important in the decision to terminate a project? (6)
- (C) Differentiate between matrix organization and functional organization. (6)

Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are the roles of the project manager? What are the most important characteristics of the project manager? (8)
- (B) What are the three perceptions of project cost? (6)
- (C) What is tendering? How to evaluate tenders? (6)

Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is audit? How it differs from review. List out and explain the phases in the audit life cycle. (8)
- (B) Explain controlling of a project in terms of performance, time and cost. (6)
- (C) What are the elements of a project plan? (6)

Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Explain Top-Down and Bottom-Up Budgeting. (8)
- (B) Discuss the career path of a Project Manager. (6)
- (C) Define the following terms: (6)
 - (i) Optimistic Time
 - (ii) Pessimistic Time

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write a short note on TQM. (8)
- (B) Explain different types of documentation. (6)
- (C) Give some major guidelines for choosing an organizational form for a project. (6)

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are the different types of project? Explain each. (8)
- (B) Explain the impact of socio-economic environment in detail. (6)
- (C) Explain the kinds of "Cybernetic Control Systems". (6)

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Question Paper

**[IDOL – OLD COURSE]
(MAY – 2018)**

PAPER - IV

ELECTIVE

**IT LAWS AND
PATENTS**

Time: 3 Hours**Total Marks:** 100**N.B.:** (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are the types of uses that are usually deemed fair uses? (5)
- (B) What are the criminal remedies and administrative remedies against the infringement of copyright? (5)
- (C) What are powers of central government with respect to patent? (5)
- (D) What are the five levels to a Product? Explain. (5)

Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is the judicial process or order restraining a person from continuing with wrongful act? Explain its types in detail. (8)
- (B) "SPA developed an eight point program for ensuring software compliance with software license agreements". Comment. (6)
- (C) What are the types of patent applications? (6)

Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What are non-compete agreements? What is the purpose of non-compete agreements? How does it protect employers and state the factors on which the enforcement of noncompete agreement depends? (8)
- (B) What is trademark? What are its functions? What are the rights of the proprietor of trademark? (6)
- (C) Explain in detail meta-tagging and framing. (6)

Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) How to secure a copyright? Also explain Notice of Copyright. (8)
- (B) What is Innovation? What are the key elements of sustained innovation? What are its four P's? (6)
- (C) What is Non-Profit Corporation? Write a note on the tax concerns when a Non-Profit Corporation earns profit. (6)

Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is the procedure for trademark registration? What are the rights conferred by Trademark? (8)
- (B) Discuss the Information Technology Act 2000. State and explain the Regulations of Certifying Authorities. (6)
- (C) What are the characteristics of Copyright? (6)

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) State and explain the steps involved in forming a Non-Profit Corporation. (8)
- (B) Write a short note on "Types of Domains". (6)
- (C) What are the criminal remedies and administrative remedies against the infringement of copyright? (6)

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) What is a Questionnaire? What is an Interview? What are its purpose, advantages and disadvantages? (8)
- (B) What are the conditions to be satisfied by the inventions to be patentable? Explain the procedure to obtain a patent. (6)
- (C) Write a short note on Cyber Squatting. (6)

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Question Paper

**[IDOL – OLD COURSE]
(MAY – 2018)**

PAPER - IV

ELECTIVE

TOTAL SUPPLY

CHAIN

MANAGEMENT

Time: 3 Hours**Total Marks:** 100**N.B.:** (1) Question No. 1 is Compulsory.

(2) Attempt any four from Question Nos. 2 to 7.

(3) Make Suitable Assumptions Wherever Necessary And State The Assumptions Made.

(4) Answer To The Same Question Must Be Written Together.

(5) Number To The Right Indicates Marks.

(6) Draw Neat Labeled Diagrams Wherever Necessary.

Q.1 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Bharat Logistics Ltd. wants to develop and establish a distribution network of their Cosmetic products in Indian territory. Which type of distribution will you suggest for this company? Which factors will you consider while designing the channel? (10)
- (B) List and explain the factors considered while selecting plant location. (10)

Q.2 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Discuss various types of transportation and their contribution in development of a nation. (8)
- (B) Explain the principles of Material Handling. (6)
- (C) Describe the role of IT in materials management. (6)

Q.3 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Discuss the issues for selecting the distribution channel. (8)
- (B) Write a note on Reverse Logistics. (6)
- (C) Explain the functions performed in distribution channels. (6)

Q.4 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Describe the components of warehouse? Explain the functions of warehouse. (8)
- (B) Write a note on packaging and its importance. (6)
- (C) Explain the transportation cost structure. (6)

Q.5 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Discuss the components of Customer Service? What is the role of Customer Service in Logistics? (8)
- (B) Write a note on CVA. (6)
- (C) Explain the criteria's for selecting the carrier. (6)

Q.6 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Explain supplier Selection, Evaluation and Measurement process. (8)
- (B) Explain the concept of Bill of Lading. (6)
- (C) When the purchasing will be called as effective purchasing? Explain. (6)

Q.7 ATTEMPT THE FOLLOWING QUESTIONS: (20 MARKS)

- (A) Write a note on global integrated logistics management. (8)
- (B) Explain the role of Electronic channels as intermediaries in service response logistics. (6)
- (C) What is LIS? What are the principles of Logistics Information? (6)